

ABSTRACT OF THE INVENTION

A system and method of receiving specific information at a mobile terminal from a help server. The mobile terminal sends a request to the help server that includes at least one context sensitive datum. The help server receives the request and obtains a reply based on the context sensitive data. The reply is then sent to the mobile terminal where it is communicated to a user. In one embodiment, a help request may be sent from the mobile terminal as the user is in need of specific help in overcoming a problem.